



Online Support Ticketing System v1 Proposal

Intelligent Business Solution

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Project Details

Project Identifier



Quotation Reference No.

IBS/QUO/support/2K15-1211

Project Name

Online Support Ticketing System v1



Introduction

This proposal is just a “proposal.” Nothing is final or binding until it is signed. Everything contained herein is open to negotiation. Pricing matters shall be discussed once the required functions are finalized

We encourage the discussions on this proposal. We will be more than happy to address to your questions, comments or concerns over the proposal.

Thank you in advance for taking the time to review our proposal. We truly appreciate the opportunity to earn your business and are prepared to do whatever it takes to do so!

Overview

The primary objective is to develop and build a Online Support Ticketing Website System for advocates and law companies. This is not 100% customized solution rather its a Turnkey solution with predefined standard functions.

What is Included (“Scope of work”)

A complete, fully tested, optimized and web based Multi User Online Support Ticketing Website System.

Said Proposal is for Online Support Ticketing Website System which basic purpose is to keep it best possible level simplified so that at user level no specific IT expertise needed to operate it making it easy to operate and cost effective being in operation.

Features

It is a PHP system designed to offer your clients a great user experience, where they can submit new Tickets or Bug Reports and keep in touch with you or your Agents. Also, when the support is done and a ticket is closed, your client can rate the agent's support and you, as an admin, are able to keep tracking of those ratings.

Features:

- Tickets system (for registered or anonymous clients)
- Bug reports system (for registered or anonymous clients)
- File uploading system for both the tickets and bug reports
- Rating system. When a ticket is closed, you client can rate the agent's support
- Statistics for the Admins
- 3 different user roles: Client, Agent, Administrator

- Envato Purchase Code automatic verification on tickets
- Email alerts for your clients
- Unlimited departments to order your tickets/bug reports
- 3 different priorities (low, medium and high) for the tickets/bug reports
- 4 different bug report's statuses (solved, reviewed, insolvable, other)
- Created using CodeIgniter v3.0.0
- Responsive design for both the frontend and the backend
- Created using Bootstrap v3.3

Tickerr

John Smith

ADMINISTRATOR

AGENT DASHBOARD (MY ACCOUNT)

Dashboard

Tickets

5007

Bugs

5007

Account Settings

General Statistics

Tickets

1

Tickets Departments

Bugs

1

Bugs Departments

Users

Site Settings

Dashboard

4

bugs pending to be attended

1

tickets awaiting your response

5006

tickets without an agent

1

tickets awaiting client's response

1

solved tickets

1.75/5

customer satisfaction

Tickets without an agent

Enter search query and press enter

ID	Title	Client	Department	Last Event
6218	Cannot update my account details	Peter Smith	General	Aug 6th, 2015 at 18:32:30
6217	Domain renewal request	Daniel Garcia	Domains	Aug 2nd, 2015 at 03:02:51
6216	Questions about one of your items	Andrew Johnson	CodeCanyon	Aug 1st, 2015 at 02:49:59
6215	How can I add new users to Tickerr?	Charlie Walker	CodeCanyon	Aug 1st, 2015 at 01:35:43
6214	Can I disable anonymous tickets?	Scott Adams	CodeCanyon	Sep 25th, 2015 at 19:58:21
6213	SMTP server is not working!	John Rivera	CodeCanyon	Sep 25th, 2015 at 19:54:37

Tickets awaiting your reply

Enter search query and press enter

ID	Title	Priority	Client	Department	Last Event
2304	Password change request	HIGH	Peter Smith	Accounts	Aug 5th, 2015 at 15:00:00
2304	I want a refund	HIGH	Daniel Garcia	General	Aug 5th, 2015 at 15:50:00
2304	My server is down!	HIGH	Andrew Johnson	Servers	Aug 2nd, 2015 at 15:00:00
2304	Need some modifications to my system	MEDIUM	Charlie Walker	General	Sep 22nd, 2015 at 16:52:00
2304	Questions I need to ask	LOW	Scott Adams	General	Sep 20th, 2015 at 15:00:00
2304	Which item fits my needs?	LOW	John Rivera	CodeCanyon	Sep 15nd, 2015 at 15:00:00

Bugs pending to be attended

Enter search query and press enter

ID	Title	Priority	Client	Department	Created On
1	Found a backdoor	HIGH	Peter Smith	Security	Jun 20th, 2015 at 00:57:52
9	System shows errors	MEDIUM	Daniel Garcia	General	Jul 11th, 2015 at 15:17:03
13	Layout design breaks on IE	YELLOW	Andrew Johnson	Design	Aug 6th, 2015 at 00:43:05
14	SQL Injection can be made	MEDIUM	Charlie Walker	Security	Aug 6th, 2015 at 02:24:00
14	Login box says my password is wrong	LOW	Scott Adams	General	Aug 6th, 2015 at 02:24:00
14	UTF-8 characters	LOW	John Rivera	General	Aug 6th, 2015 at 02:24:00

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The screenshot displays the Tickerr application interface for a client. The sidebar on the left contains navigation links: Dashboard, New Ticket, New Bug Report, Tickets (with a dropdown arrow and a red badge showing '0'), Bugs (with a dropdown arrow), and Account Settings. The main dashboard area is titled 'Dashboard' and features several sections. At the top, there are two large colored boxes: an orange box labeled '0' with the text 'Current page. Main dashboard as client' and a red box labeled '1' with the text 'tickets without an agent'. Below these, there is a section titled 'Tickets awaiting your response' which contains a dropdown menu for 'All tickets' and a list of tickets. The list includes columns for 'ID', 'Title', and 'Department'. The first ticket shown is 'Help! My system is not working' from the 'General' department. Below this, there is a section titled 'Solved tickets' which contains a dropdown menu for 'All bug reports' and a list of solved bug reports. A vertical label 'CLIENT DASHBOARD' is overlaid on the right side of the dashboard content.

Methodology

Throughout Design, Develop and Implementation Process core Conceptual concept will remain in mind to keep operational system simplified upto maximum possible level so that operating said does not require any technical knowledge.

All Complexities of operational and conceptual procedures will be delt by the software internal algorithm. Keeping it simple for operator. For its operation any body who can play with computer can operate the Software.

Technology and Compatibility

Note: if all the jargon below is Greek to you, just know that it basically means that we will develop the Software to conform with all of today's technology standards.

Development Media	:	PHP,XML,
Database	:	mySQL

Timelines and Milestones

Our *tentative* production schedule proposed is as follows. However, please realize that these are NOT deadlines. If you require a specific launch date or other sorts of deadlines, we are happy to oblige given enough advance notice. Otherwise, we prefer to estimate the timeframes but ultimately take the amount of time that is needed for the best results. While we don't bill you by the hour, our costs are based on the amount of time we invest into each project. So rest assured that we have a very vested interest in moving quickly.

(Note that the days are measured in business days, starting from the day the project begin by receiving down payment and initial data required to take start.)

Basic Core development	2 Weeks
First Implantation and Testing at Client Site	1 Weeks
Fine tuned Final Version Handover	1 Weeks

Fees & Payment

Please go through details covered in this proposal. It would be easy for us to settle down the cost of the project when requirements are completley discussed by both parties.

Important Notes/Points:

- Simply providing of Binaries. Source code will remain the property of the Intelligent company main site. If you want to have it Company main site we can send u revised reworked proposed model.
- As we can not share source code so hosting will be remain under our charge and we shall provide. What sort of hosting account needed depend upon
 - 1 Number of total Usere
 - 2 Number of user using site at same time
 - 3 nature and volume of data



4 Backend webapplication required initial dedicated RAM

• Cost Structure

In order to give you idea of web application cost structure it would have following components

- initial Setup Fee
- Monthly charges
- Training Charges
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We really appreciate for your time and energies you have spend for going through this comprehensive proposal. If you need any further information, details it would be our p[leasure to provide you the same.

Hoping to hear from you soon and a proper detailed meeting time so that we can discuss your needs and can show how this application can full fill your needs.

Assuring you best of our services and looking forward to have good future business relationships.

Regards.

**** NOTHING FOLLOWS****

